EXL – Business Process Transformation through RPA and AI

Vendor Assessment
Report Abstract

November 2016

By John Willmott

NelsonHall

9 pages

Who Is This Vendor Assessment For?

NelsonHall's Business Process Transformation through RPA & AI profile of EXL Services is a comprehensive assessment of EXL's automation-centric service offerings and capabilities in support of business process transformation designed for:

- Sourcing managers monitoring the capabilities of existing suppliers to deliver process transformation and automation using RPA and/or AI technologies and identifying vendor suitability for RFPs seeking automation-led process transformation or business process services

- Vendor marketing, sales and business managers looking to benchmark themselves against their peers

- Financial analysts and investors specializing in the support services sector.

Key Findings & Highlights

EXL began introducing its Business Process Automation enablers to complement its point automation solutions in 2012, increasing its emphasis on embedded analytics and packaged domain solutions in 2013, before introducing RPA capability early in 2015.

The company is now focused on assisting organizations in digital transformation and introducing further advanced technology capability to support this objective covering NLP and speech recognition, cognition & machine learning, and IoT capability.

Overall, EXL aims to transform its clients' outsourced operations through:

- Digitization of operations

- Driving customer experience & interaction

- Application of packaged digital solutions.

EXL uses both proprietary RPA and AI software as well as partner platforms, partner platforms typically being used where there is a strong customer preference or large-scale interfacing with legacy systems is required.

Scope of the Report

The report provides a comprehensive and objective analysis of EXL's offerings, capabilities, and market presence in support of business process transformation through the application of RPA and AI technology including:

- Analysis of the company's offerings and key service components for achieving business process transformation through the application of RPA and AI technology

- Analysis of the company's delivery organization for delivering business process transformation through the application of RPA and AI technology

- Analysis of the profile of the company's RPA and AI-based services customer base, including the company's targeting strategy and examples of current contracts

- Revenue estimates for the company's RPA and AI-centric services

- Identification of the company's strategy, emphasis and new developments in support of business process transformation through the application of RPA and AI technology

- Analysis of the company's strengths, weaknesses and outlook in achieving business process transformation through the application of RPA and AI technology.

Contents

Report Length

9pages

Report Author

John Willmott

john.willmott@nelson-hall.com

Business Process Transformation through RPA and AI Vendor Assessments are Available for:

Arvato

Capgemini

Cognizant

Dell Services

EXL

Genfour

Genpact

HCL

HGS

IBM

Infosys

Mphasis

Sopra Steria

Sutherland Global Services

Swiss Post Services

Symphony

Tata Consultancy Services

Wipro

WNS

Xerox Services